

IN THE CLAIMS

The following listing of the claims replaces all previous versions.

1. (Currently Amended) An apparatus for the synchronization, integration and association of financially related captured interactions associated with at least one transaction, the apparatus comprising:
 - an at least one first ~~interaction~~ media-type capturing device for capturing an at least one interaction;
 - an at least one second ~~interaction~~ media-type capturing device for capturing an at least one second interaction;
 - a time synchronizing device to synchronize the at least one first interaction captured by the at least one first media-type capturing device with the at least one second interaction captured by the at least one second media-type capturing device; and
 - an integration device to integrate the at least one first interaction with the at least one second interaction into an at least one integrated interaction;
 - an association device to associate the at least one integrated interaction with the at least one transaction;
 - an at least one recording and logging device that stores the at least first interaction, the at least one second interaction;
 - an at least one interaction retrieval device that retrieves the at least one first interaction, the at least one second interaction, and the at least one integrated interaction recorded by the recording and logging device; and
 - an at least one interaction playback device to playback the at least one first interaction, the at least one second interaction or the at least one integrated interaction retrieved by the at least one interaction retrieval device,
 - wherein the at least one first interaction and the at least one second interaction are captured from separate communication channels, and

wherein said first media-type capturing device is selected from the group consisting of: a telephone, a fax, an e-mail server, an analog video camera, a digital video camera, an analog audio microphone, and a digital audio microphone.

2-6. (Cancelled)

7. (Original) The apparatus of claim 1 further comprising a secure access device to provide for secure, controlled and limited access to the at least one first interaction, to the at least one second interaction and to the at least one integrated interaction.

8. (Cancelled)

9. (Currently Amended) The apparatus for claim 1 further comprising:

a database for storing the at least one first interaction; and
the at least one second interaction, and

a database for storing meta-data to provide the ability to retrieve the at least one integrated interaction.

10-12. (Cancelled)

13. (Currently Amended) The apparatus of claim 1 further comprising a content analysis module to analyze the content of the at least one first interaction, the content of the at least one second interaction and the content of the at least one integrated interaction; and

at least one knowledge database for storing information associated with the at least one first interaction or with the at least one second interaction or with the at least one integrated interaction.

14. (Cancelled)

15. (Currently Amended) The apparatus for claim 1 further comprising a notification message-generating device for generating a notification message associated with the at least one first interaction or with the at least one second interaction or with the at least one integrated interaction, the notification message being associated with misconduct, dispute resolution, or with a request for playback.

16-18. (Cancelled)

19. (Currently Amended) The apparatus of claim 1 further comprising:

a business analysis device to collect and analyze business performance and information;

a monitoring device to monitor in real-time the content of the at least one first interaction or the at least one second interaction;

an evaluation device to evaluate the performance or level of service of a representative; and

a surveillance device to detect and monitor a behavior pattern of the representative.

20-23. (Cancelled)

24. (Original) The apparatus of claim 1 wherein the at least one first interaction and at least one second interaction are associated with at least one transaction.

25. (Currently Amended) The apparatus of claim 7 wherein the secure access to the at least one first interaction, the at least one second interaction and the at least one integrated interaction is based on password-protected permission granting process, wherein the secure access is a password and time based access.

26-27. (Cancelled)

28. (Original) The apparatus of claim 1 wherein the at least one first interaction, the at least one second interaction and the at least one integrated interaction represent an at least one interaction between at least two parties.
29. (Currently Amended) The apparatus of claim ~~1~~19 wherein the monitoring device, the surveillance device, and the ~~content~~ business analysis device provide information in real time or off line.
30. (Original) The apparatus of claim 1 further comprising an automatic scheduler device for the automatic selection of interactions to be monitored, analyzed and evaluated.
31. (Currently Amended) The apparatus of claim 1 wherein the at least one first interaction or the at least one second interaction is an audio or video interaction- or a data exchange or data capture interaction.
32. (Cancelled)
33. (Currently Amended) A method for the synchronization, integration and association of financially related captured interactions associated with an at least one transaction, the method comprising ~~the steps of~~:
- capturing an at least one first interaction ~~at~~ by a first interaction capturing device;
 - capturing an at least one second interaction ~~at~~ by a second interaction capturing device;
 - synchronizing the at least one first interaction with the at least one second interaction;
 - ~~and~~
 - integrating the at least one first interaction and the at least one second interaction into an at least one integrated interaction;
 - associating the at least one integrated interaction with an at least one transaction;
 - recording and logging the at least one first interaction and the at least one second interaction by an at least one recording and logging device;

retrieving the at least one first interaction and the at least one second interaction;
generating the at least one integrated interaction from the retrieved at least one first
and second interaction; and
playing back the at least one first interaction, the at least one second interaction, or the
at least one integrated interaction by a playback device,
wherein the at least one first interaction and the at least one second interaction are
captured from separate communication channels, wherein
said first interaction capturing device is selected from the group consisting of: a
telephone, a fax, an e-mail server, an analog video camera, a digital video camera, an analog
audio microphone, and a digital audio microphone..

34-38. (Cancelled)

39. (Currently Amended) The method of claim 33 further ~~comprises~~ comprising the step of setting up the operating parameters of the method and adaptively calibrating the operative parameters.

40. (Original) The method of claim 33 further comprising the step of analyzing the contents of the at least one first interaction, the content of the at least one second interaction and the content of at least one integrated interaction.

41-43. (Cancelled)

44. (Currently Amended) The method of claim 40 wherein the step of analyzing the at least one transaction and the associated at least one integrated interaction ~~thereby analyzing the at least one interaction~~ is associated with a dispute.

45. (Currently Amended) The method of claim 40 wherein the step of analyzing provides for regulatory compliance: or for quality management.

46. (Cancelled)

47. (Currently Amended) The method of claim 33 further comprising:

the step of monitoring in real-time the content of the at least one first interaction, the at least one second interaction, and the at least one integrated interaction for the detection of malpractice; and

the step of automatically scheduling and automatic selection of the at least one first interaction or the at least one second interaction or the at least one integrated interaction to be monitored, analyzed and evaluated.

48-49. (Cancelled)

50. (Original) The method of claim 33 wherein the synchronizing of the at least one first interaction with the at least one second interaction is a time-based synchronizing process or is a sequential-based synchronizing process.

51. (Currently Amended) The method of claim 33 wherein the at least one first interaction and the at least one second interaction are identified by a unique point-in-time based ~~an~~ interaction identifier.

53. (Cancelled)

54. (Original) The method of claim 33 wherein the at least one first interaction and the at least one second interaction constitute a time-based sequence of events.

55. (New) The apparatus of claim 1 wherein the at least one first interaction or the at least one second interaction constitute screen events occurring on a screen used by a trader.

56. (New) The method of claim 33 wherein the at least one first interaction or the at least one second interaction constitute screen events occurring on a screen used by a trader.